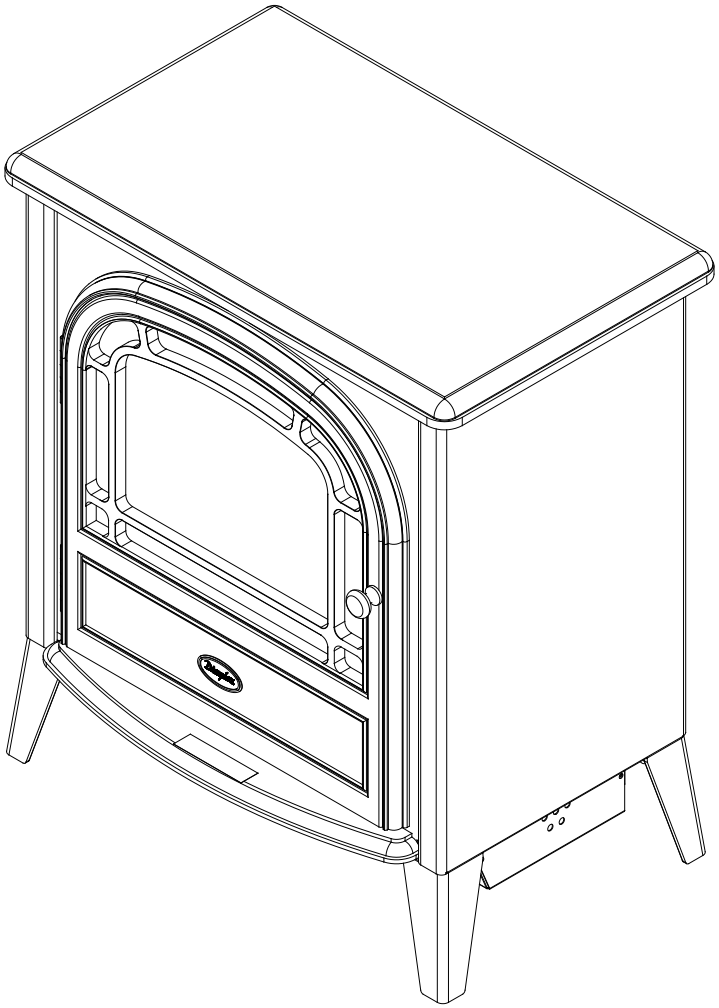
Dimplex®

Better solutions through innovation



Service Manual

Model Number
DS2205
DS2307
DS3311
DS4411

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this stove. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

Dimplex North America Limited
1367 Industrial Road • Cambridge ON Canada N1R 7G8
1-888-346-7539 • www.dimplex.com

In keeping with our policy of continuous product development, we reserve the right to make changes without notice.
© 2012 Dimplex North America Limited

REV	PCN	DATE
03	-	28-MAR-12

7400570000R03

TABLE OF CONTENTS

OPERATION 3
MAINTENANCE 4
EXPLODED PARTS DIAGRAM 5
WIRING DIAGRAM 6
SWITCH REPLACEMENT - UNITS WITH THERMOSTAT 8
THERMOSTAT CONTROL REPLACEMENT 8
SWITCH REPLACEMENT - UNITS WITHOUT THERMOSTAT 8
FLICKER MOTOR/FLICKER ROD REPLACEMENT 9
HEATER ASSEMBLY REPLACEMENT 9
POWER CORD REPLACEMENT 9
TROUBLESHOOTING GUIDE 10

Always use a qualified technician or service agency to repair this stove.

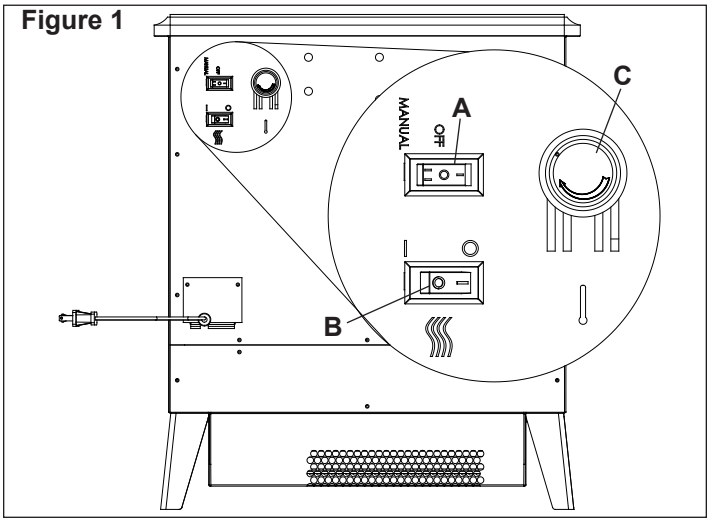
! NOTE: Procedures and techniques that are considered important enough to emphasize.

⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

Figure 1



UNITS WITH THERMOSTAT CONTROL

To access the manual controls go to the back of the Stove. (Figure 1)

A. 3-Position Switch

The switch has two (2) ON positions marked with and "**Manual**". The "**Manual**" position is for manual operation. In this position the built-in remote control is by-passed.

The position is for operating the unit with the provided remote control. When in position the unit is operated with the On and Off buttons of the remote control.

When the switch is in the center position the unit is off.

B. Heater On/Off Switch

The Heater On/Off Switch supplies power to the heater fan and the heater element. When the switch is in the On position the heater operates if the thermostat calls for heat.

C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reached the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on. To turn the heater off, switch the Heater On/Off switch to the OFF position.

! **NOTE:** When the heater is switched ON, the heater fan will operate. The heater element may or may not be on, depending on the thermostat control setting (See "Heater Thermostat Control")

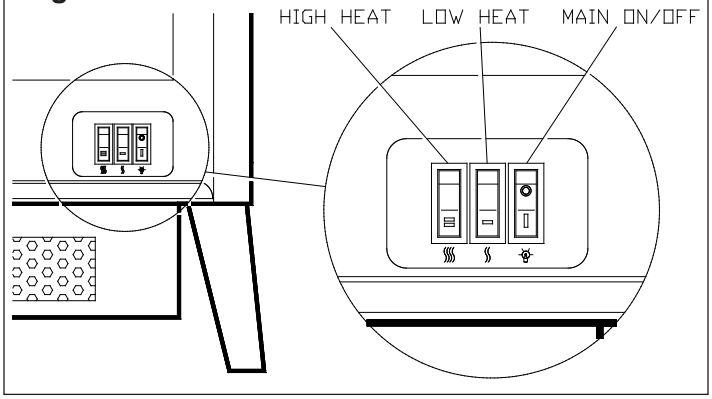
UNITS WITH TWO HEAT SWITCHES

To access the controls open the front door of the Compact Stove. (Figure 2)

Main On/Off Switch

The On/Off switch supplies power to all unit functions. When this switch is in the On position the flame effect operates without heat.

Figure 2



Low Heat Switch

The Low Heat Switch supplies power to the heater fan and the heater element. When the switch is in the On position the heater operates on **Low**.

High Heat Switch

The High Heat Switch supplies power to the heater fan and the heater element, when the switch is in the On position the heater operates on **High**.

! **NOTE:** The Low Heat Switch must also be in the On position for the high heat setting to operate.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the 3-Position Switch to OFF and waiting 5 minutes before switching the unit back on.

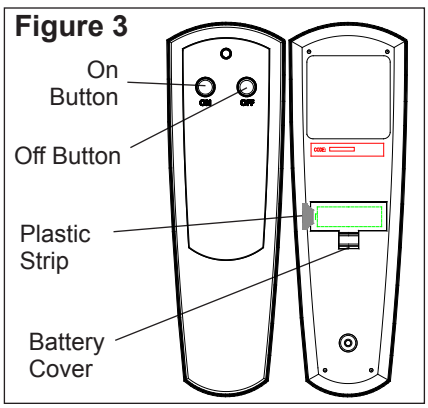
⚠ **CAUTION:** If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-800-668-6663.

Remote Control

Some models of this stove are supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the stove and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

! **NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between

Figure 3



the remote casing and battery cover (Figure 3).

Remote Operation

! NOTE: Ensure that the stove 3-Position Switch is set to the remote control setting.

To operate, push the On button to turn stove On, push the Off button to turn the stove off.

Remote Control Initialization/Reprogramming

If the remote control or remote control receiver has been replaced, follow these steps to initialize the remote control and receiver:

1. Set the 3-Position switch to OFF.
2. Wait a minimum of five (5) seconds and set the 3 Position Switch to the position (Figure 1A).
3. **Within** 10 seconds of re-acquiring power, press the ON button located on the remote control.

! NOTE: You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

This will synchronize the remote control and receiver.

Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 3).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

MAINTENANCE

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Light Bulb Replacement

Allow at least 10 minutes for light bulbs to cool off before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are two bulbs under the log set which generate the flames and embers.

Tool Requirements: Phillips screw driver

Helpful Hints: It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

Light Bulb Requirements

Quantity of two (2) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 25 Watt rating.

Bulb Replacement

Depending on the unit there are two different types of access to the light bulbs for changing.

Through the front door:

1. Open the front door.
2. Remove the four (4) screws located on the ember bed and remove the log set (Figure 4).
3. Locate and examine the bulbs to determine which bulb(s) required replacement.
4. Unscrew the bulb(s) counter clockwise.
5. Insert new bulb(s).
6. Install the log set into the unit. Replace the log set retaining screws into the ember bed.

Through the access panel on the back of the unit:

1. Remove the five screws from the access panel, located on the back of the unit, and remove access panel.
2. Locate and examine the bulb to determine if replacement is required.
3. Unscrew the bulb counter clockwise.
4. Insert new bulbs.
5. Secure access panel to unit.

Clear Door Panel Cleaning

The clear door is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the clear door may collect dust particles. These can be removed by dusting lightly with a clean, dry cloth.

To remove fingerprints or other marks, the clear doors can be cleaned with a damp cloth. The clear door should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

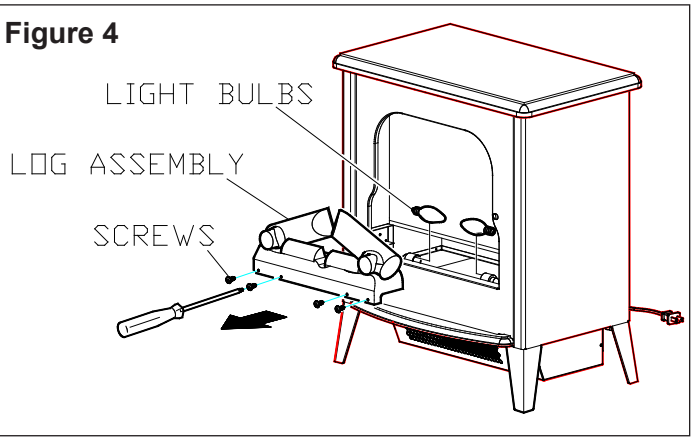
Compact Stove Surface Cleaning

Use warm water only to clean painted surfaces of the Compact Stove. Do not use abrasive cleaners.

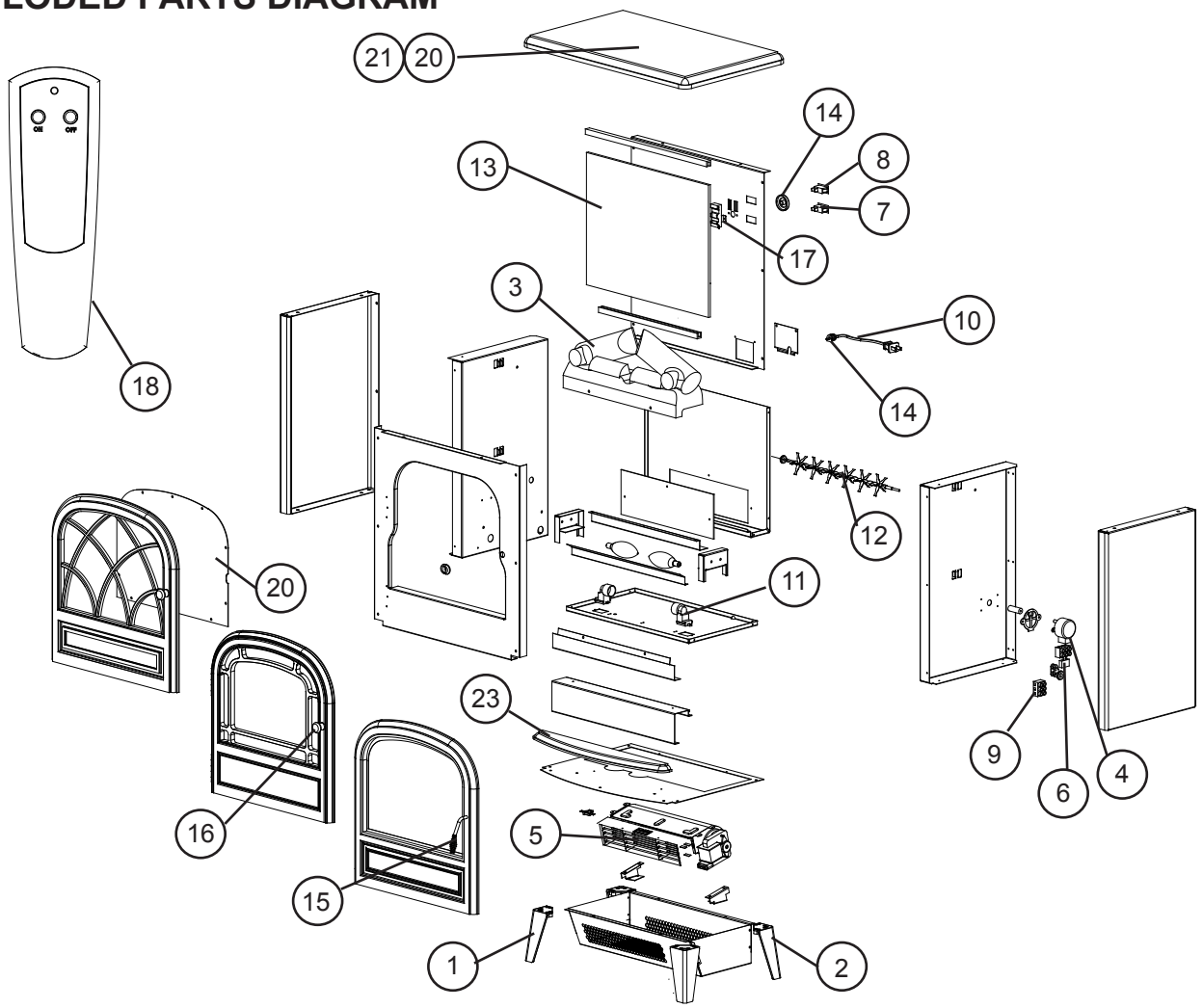
Servicing

Except for light bulb replacement and cleaning described above, an authorized service representative should perform any other servicing.

Figure 4



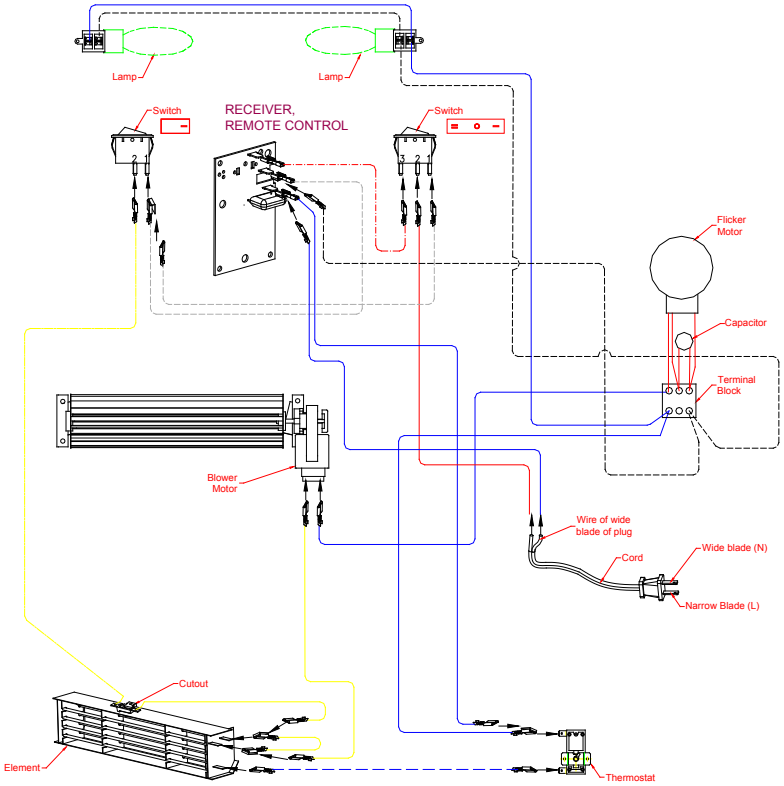
EXPLODED PARTS DIAGRAM



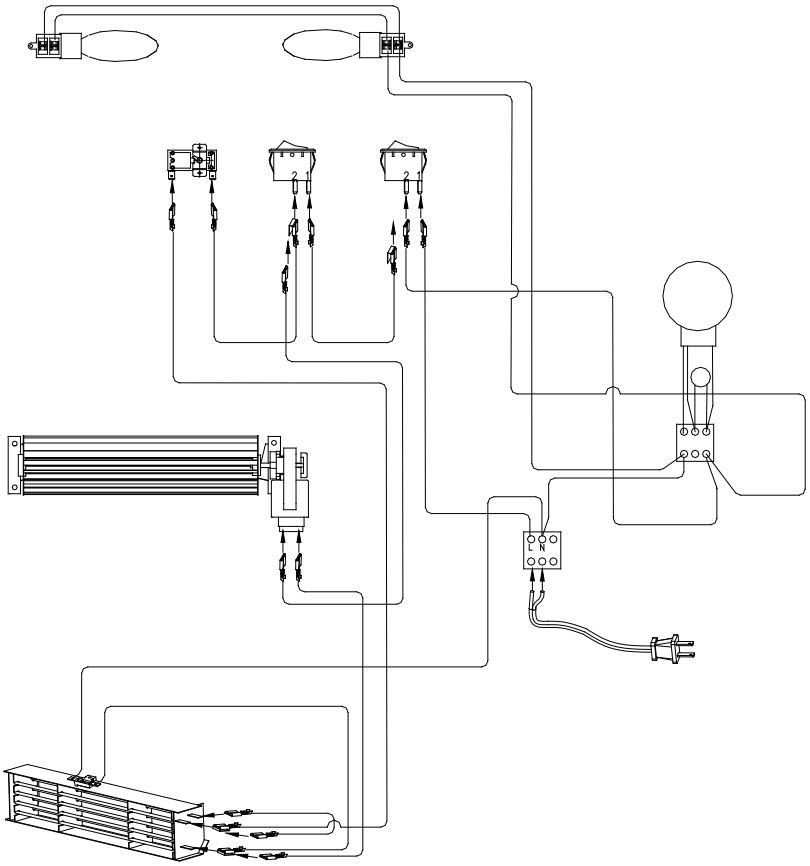
	DS2205	DS2307	DS3311	DS4411
1. Front Foot	0438460160RP			
2. Rear Foot	N/A		0438460160RP	N/A
3. Logset Assembly	0438500100RP then use 0438500400RP			
4. Flicker Motor 120V	2000210100RP			
5. Heater Assembly (with Cutout)	2200491000RP			
6. Capacitor	2300030100RP			
7. Heater Switch	2800070200RP			
8. Main Power Switch	2800071100RP	2800070200RP		2800071100RP
9. Terminal Block	4000070100RP			
10. Power Cord	4100090101RP			
11. Lamp holder E-12 (25W) x2	4200121000RP			
12. Flicker Rod	N/A		5900250100RP	N/A
13. Partially Reflective Glass	N/A		5900270100RP	N/A
14. Thermostat Knob	8800000300RP			
15. Door Knob			8800340100RP	
16. Door Handle	8800450100RP			
17. Thermostat	2300150100RP			
18. Remote Control	3000370500RP			3000370500RP
19. Remote Control Receiver	3000380200RP			3000380200RP
20. Clear Plastic Door Panel	Not Available			
21. Top Panel Current	N/A		1104120160RP	N/A
22. Top Panel (2" deeper) Original	1104120160RP			1104120160RP
23. Plinth Panel	1104130160RP			
24. 3 Switch Pack (for Units with 3 Switches)	2800090200RP			

WIRING DIAGRAM

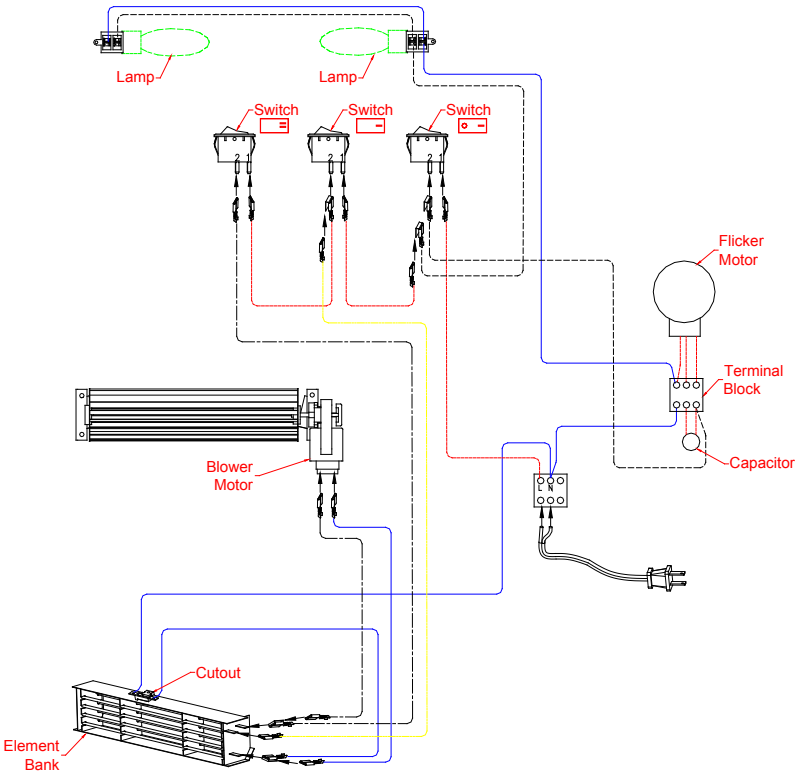
With Integral Remote Control Receiver and Thermostat



With External Remote Control Receiver and Thermostat



With Three Switch Control (No Remote)



Switch Replacement - Units with Thermostat

WARNING: If the stove was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove (8) screws from top panel and set aside.
2. Locate the defective switch mounted on the back panel and disconnect the wiring clips and connections noting their original locations.
3. Depress the retainer clips on the rear of the switch and push the switch out of the back panel.
4. Properly orient the new switch and connect all of the wiring clips and connections.
5. Reassemble in the reverse order as above.

Thermostat Control Replacement

WARNING: If the stove was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove (8) screws from top panel and set aside.
2. Remove thermostat knob.
3. Remove (2) thermostat screws from back panel.
4. Remove thermostat connections noting their original locations.
5. Install supplied thermostat.
6. Reassemble in reverse order as above.

Switch Replacement - Units without Thermostat

1. Lay unit on side.
2. Remove 4 legs – 3 screws per leg. (Figure 5)
3. Remove 4 screws from bottom panel to allow bottom of stove to open – 1 on each side of bottom panel and 2 on front of bottom panel. (Figure 5)
4. Insert hand through bottom of stove and push tabs on switch that is needed to be replaced.
5. While pushing on the tabs on the switch, slowly push the switch out of its location hole.
6. Disconnect attached wires from switch.
7. Pick up new switch and install wires to terminals on switch – ensure wires are attached to same terminals as prior switch – see Figure 6 for wire colours.
8. Insert switch through location hole and snap in place.
9. Reassemble in the reverse order as above.

Figure 5

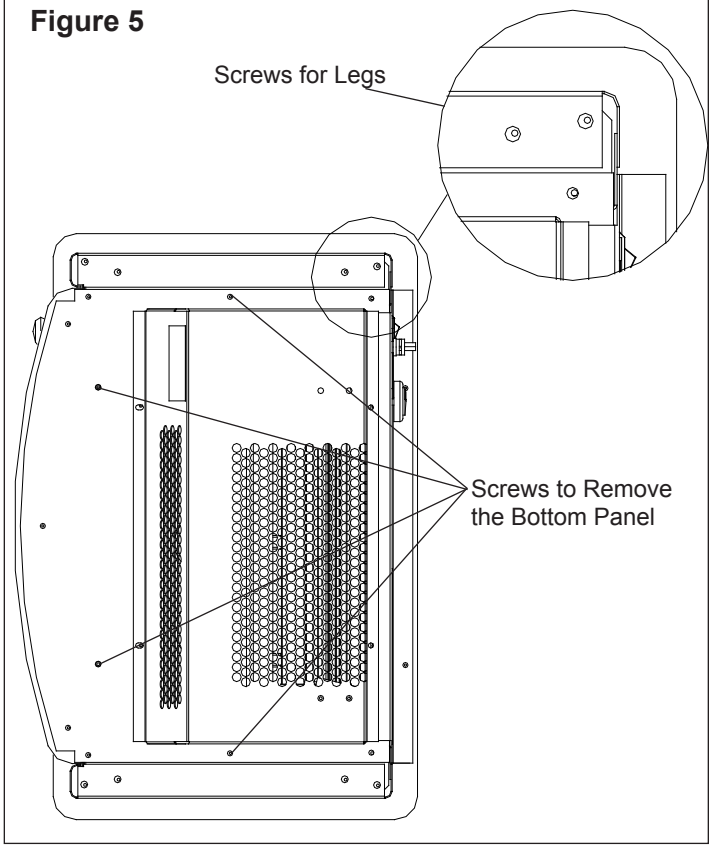
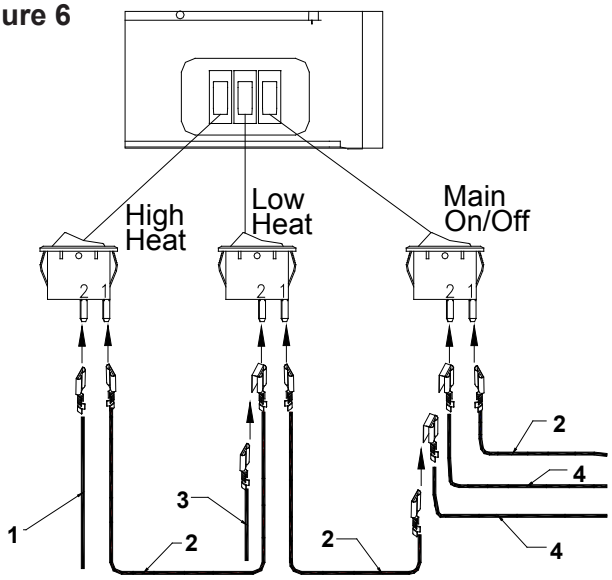


Figure 6



Wire Number	Wire Colour
1	Yellow
2	Red
3	Grey
4	White

Flicker Motor/Flicker Rod Replacement

⚠ **WARNING:** If the stove was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove 8 screws from top panel.
2. Sit unit on left side panel.
3. Remove the 2 legs from the right hand side by removing a total of 6 screws – these legs are secured to both the bottom panel and right side panel.
4. Remove right side panel. (3 screws located on back and 1 screw located at the top of right side panel)
5. Remove 2 screws from flicker motor.
6. Remove the 3 wires from the terminal block that come from the flicker motor. (brown/white/black)
7. Insert hand through top panel and hold on to silver rotisserie (flicker rod) and use other hand to pull on flicker motor – should make a suction pop noise when released.
8. Replace flicker motor and reassemble in the reverse order as above.

Heater Assembly Replacement

⚠ **WARNING:** If the stove was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove (8) screws from top panel and set aside.
2. Lay unit on left hand side.
3. Remove front and rear legs from right side panel – these legs are secured to both the bottom panel and right side panel..
4. Remove right side panel. (3 screws located on back and 1 screw located at the top of side panel)
5. Remove (4) screws from heater panel.
6. Remove heater from heater pan. (total of 4 screws)
7. Disconnect wiring connections noting their original locations.
8. Disconnect cutout wire connection from terminal block located in right hand side panel with a small slotted screwdriver.
9. Remove (2) Z-brackets from heater assembly noting their original orientation.
10. Reassemble in reverse order as above.

Power Cord Replacement

⚠ **WARNING:** If the stove was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove 8 screws from top panel and set aside.
2. Lay unit on left hand side.
3. Remove front and rear legs from right side panel – these legs are secured to both the bottom panel and right side panel..
4. Remove right side panel. (3 screws located on back and 1 screw located at the top of right side panel)
5. Remove 2 screws from cable clamp bracket located on back panel.
6. Remove power cord terminals from terminal block.
7. Loosen strain relief nuts and remove power cord.
8. Reassemble in reverse order as above.

TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control
	Radio frequency disturbance from outside sources.	Replace Remote Control and Receiver. Initialize Remote Control and Receiver.
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Stove does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check Fuse/Breaker Panel
	Defective 3-Position Switch	Replace 3-Position Switch
	Loose wiring	Check wiring connections
Stove does not turn on with remote	Improper operation	Refer to Operation Section
	Remote control not initialized to stove	Initialize the Remote Control
	Defective Remote Control	Install new battery into the Remote Control. Reinitialize remote where necessary
		Replace Remote Control Receiver
	Defective 3-Position Switch	Replace 3-Position Switch
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to remote control
Flame Frozen	Defective flicker motor	Replace flicker motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, ember bed not glowing	Burnt out light bulbs	Replace light bulbs
Flame Shudder	Defective flicker motor	Replace flicker motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Thermostat	Replace Thermostat
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to remote control
Heater is not turning on	Improper operation	Refer to Operation Section
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Thermostat	Replace Thermostat
	Defective Heater Assembly	Replace Heater Assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective Heater Assembly	Replace Heater Assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Thermostat	Replace Thermostat
	Defective Heater Assembly	Replace Heater Assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective Heater Assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace Heater Assembly.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Heater Assembly	Replace Heater Assembly
	Defective Thermostat	Replace Thermostat
Noise		
Excessive noise with the heater on	Dirty Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flicker motor	Replace flicker motor